



The patient and hospital experience is fragmented

Is there a way to coordinate across the care continuum?

Your top objective is to provide the right care for each patient, from inpatient settings to ambulatory and back home. Yet your care team is strapped for time, and the increasing complexity of cases creates a potential gap between the care patients expect and what healthcare staff can realistically deliver.

Many of today's patients are tech-savvy consumers, and they want an individualized experience—87% of healthcare consumers say they want personalization in products and services.¹ They want to share in decisions about their treatment and they're demanding more access to information.

Care planning and collaboration isn't just between departments—it's also between clinicians and the patient. But getting everyone on the same page can be a tough task, with the potential for disconnects from one hand-off to the next or even for the patient themselves.

A patient who feels more informed about their condition and treatment can understand what's happening, making them more engaged with their care and any setbacks along the way. But patients are often overwhelmed with inconsistent information, adding to their anxiety and threatening not only their engagement and self-care, but potentially, their outcome.

With a fragmented approach, can your efforts to address the needs of patients and staff produce the results you're looking for?

- Siloed and labor-intensive workflows create more complexity for your team, resulting in frustration and costly inefficiencies.
- Inconsistent information can confuse your patients, making them less likely to follow the recommendations and instructions that are intended to help them.
- All of this can result in poor patient experiences that can worsen patient outcomes, weaken your bottom line, and tarnish your organization's valuable reputation.



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Coordinate across the care continuum

With Elsevier's Care Planning and PatientPass comprehensive patient care and education solutions, clinicians, patients and healthcare leaders can understand what's happened, what's missing, what's working and what's next. Your team can stop slogging through copious information in their efforts to educate, such as "check the box" care plans and siloed documentation that forces patients to answer the same questions over and over. Instead, you can promote team-based collaboration that contributes to more consistent care and a better patient experience, enable clinicians to find and refer the right education to keep the patient engaged in their treatment plan, and derive insights into what your organization can do differently to deliver better, cost-effective care to your community.

Healthcare costs are
75% higher
for patients receiving
uncoordinated
care.²



What if you could ...?



Work from one person-centered plan of care

You'll have a single view of the patient from the beginning of their healthcare journey through their return home. Consistent, evidence-based content has been developed and validated by specialists into a library of care plan guides, templates and education materials spanning disciplines, patient populations and care settings. All information can be documented in Elsevier's care plan, providing a holistic, longitudinal view of the patient and the education materials they need.



Share individualized education between patient and caregivers

Elsevier's personalized patient education is designed for today's diverse and complex patients. Through patient-friendly language delivered via cloud-based resources in patient-preferred formats, you can ensure patients receive only the latest, most relevant, evidence-based education directly to their devices. Pre- and post-procedure education can be assigned using auto-share for a zero-click workflow, and all content is based on the patient's current condition, treatments and procedures.



See how your patients are engaging

With Elsevier, you'll gain insights into patient engagement through backend data about clinician and patient usage behaviors as well as trends in patient education. You'll initiate productive discussions with clinicians about their patient education practices, adapt the content you offer to ensure it fits the needs of your patient population, and address education issues that might be impacting care quality sooner.

For more information, visit elsevier.com/clinical-solutions/nurses

1. Rastegayeva I. Personalization in Healthcare, a Global Perspective | Navigate the Future (3ds.com) Dassaut Systems. February 28, 2020.

2. American Nurses Association, Nursing World, 1 Jun 2012, "The Value of Nursing Care Coordination" white paper

